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ALL-IN-1 Information Update

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The *ALL-IN-1 Information Update* is a quarterly publication reporting on important ALL-IN-1 Software Performance Reports (SPRs), management, and tuning. It also describes workarounds and provides customers with information that may help them avoid problems. Much of the material is developed from SPR answers significant to the general audience and is printed here to supplement the maintenance updates.

Distribution

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Susan A. Thompson, Editor

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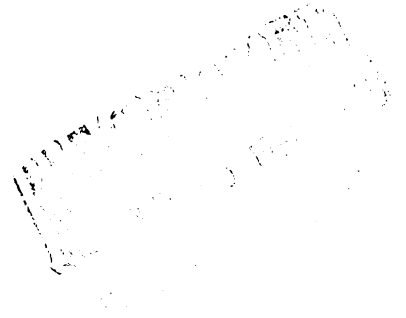
INTRODUCTION

Welcome to the November 1991 issue of the *ALL-IN-1 Information Update*. The *ALL-IN-1 Information Update* is a quarterly publication that aims to keep you up-to-date with ALL-IN-1 and contains useful information for system managers, application programmers, and ALL-IN-1 users.

Some of the articles published in the *ALL-IN-1 Information Update* are developed from reports of problems that we received from customers and are included to help you to avoid these problems. Other articles contain practical information about ALL-IN-1 features of which users might not be aware.

If you have any questions about ALL-IN-1 Versions 2.3 or 2.4 and are covered by a service contract, contact your local Digital Customer Support Center (CSC).

We are eager to provide you with helpful information. Therefore, please take the time to complete the Reader's Comments page at the back of this issue. This will help us get a better idea about the type of articles you would like to see in future issues.



SUPPORT

ALL-IN-1 Version 2.4 Patch Strategy

October 1991 saw the joint distribution of an ALL-IN-1 Version 2.4 Update and a WPS-PLUS Version 4.0 option for ALL-IN-1 Version 2.4 software to most customers holding a Media and Documentation Distribution Service (MDDS) contract.

This mandatory ALL-IN-1 update, containing more than 40 solutions, is part of a process to give timely support and quality solutions to the ALL-IN-1 user.

Mandatory updates are provisionally scheduled for release every 9 months, depending on the nature and volume of problems reported against ALL-IN-1 Version 2.4 and subsequent full releases. The October update (referred to as ALL-IN-1 Version 2.4 Update Version 2.0) was the first of these mandatory updates.

A mandatory update brings together all patch kits and software fixes issued over 6 to 9 months. Therefore, the October 1991 mandatory update includes everything issued for ALL-IN-1 Version 2.4 during the period July 1990 to August 1991.

A mandatory update forms the basis for all following software fixes and patch kits. This avoids the need for multiple patch kit installations. Patches and mandatory updates for ALL-IN-1 Version 2.4 are cumulative. If you install the mandatory updates, you will never be more than one patch installation away from the latest version of ALL-IN-1.

The October 1991 mandatory update has been available since August 20, 1991, although distribution to the majority of MDDS customers was scheduled for October to allow for the inclusion of WPS-PLUS Version 4.0 optional software. This means some customers received the update (identified as ALL-IN-1 Version 2.4D on compact disc read-only memory [CDROM]) and now wish to install WPS-PLUS optional software. If you are one of these customers, proceed as normal with the installation of WPS-PLUS Version 4. The installation tool provided determines that the update is installed.

Though Digital describes the update software as mandatory, you can choose not to install Update Version 2.0. This decision does not affect an upgrade to ALL-IN-1 Version 3.0, nor does it stop you from installing later updates, for example, Update Version 3.0, which is provisionally scheduled for early 1992. Each new update will include all previous updates. The only drawback is if you must install a subsequent intermediate patch kit; these are developed on a base of ALL-IN-1 Version 2.4 plus the latest update. To install an intermediate patch kit, you need to install the latest update first.

Most MDDS contract customers already received both ALL-IN-1 Version 2.4 Update Version 2.0 and WPS-PLUS Version 4; customers whose systems require language kits that are not yet translated have not received anything. If you have not received the mandatory update, contact your Customer Support Center (CSC).

DSNlink — A Service for U.S. Customers

U.S. customers with the appropriate service contract are entitled to telephone support and DSNlink from the Customer Support Center (CSC). DSNlink is included in all telephone advisory support contracts. It complements the Digital Software Information Network (DSIN) and was developed as a result of customers' suggestions about DSIN.

DSNlink gives you access to technical information databases containing 40 000 technical articles about Digital's products. You can search the databases using either English-like or Boolean queries and subqueries and then print, extract, or comment on any article. If you cannot find the answer you need, you can submit a question to the CSC, using VMSmail. When the CSC receives a problem, they send you an acknowledgment and an assigned sequence number to let you know they are dealing with it. The specialist at the Support Center will mail you the final answer when the problem is resolved. You can keep track of your inquiries by requesting a list of open calls.

If you use DSNlink, you can communicate electronically with the CSCs. You can use it as an alternative to telephone support or in conjunction with it.

DSNlink includes a file transfer feature that allows you to exchange data with the CSC. If you need a software patch or a copy of a program, the CSC can send it to you. You receive the data quickly because DSNlink compresses it to achieve a faster throughput. The service uses the following features to ensure the security of your system:

- Encoded system authentication
- Allocated VMS port
- No file execution capability
- No file retrieval capability

DSNlink is a VMS layered product that you install at your site. You also need a dedicated phone line and a 2400-baud modem. If you have the appropriate service contract, Digital provides the software free of charge.

Using DSNlink does not prevent you from speaking to the CSC. You can call the Center at any time and speak to the specialist working on your request.

USING ALL-IN-1

User-Defined Processes

Introduction

This article describes five user-defined processes (UDPs). A UDP contains a set of keystrokes that you can define and store for future use. Once you store the keystrokes in a UDP, you can use the UDP whenever you want to perform that set of keystrokes. You write a UDP in the same way that you write a document.

To create and maintain UDPs use the User-Defined Process Maintenance menu. To display this menu, enter WP UD.

To invoke a UDP, press DO, then choose the UDP you want to use by entering its name. In the following descriptions, a name for each UDP is suggested. The name is also annotated in the UDP and prefixed by an exclamation mark (!), which shows it is a comment for reference.

A complete description of creating, editing, and using UDPs is in the chapter on user-defined processes of the *ALL-IN-1 Users' Reference*.

Finding Large Private Documents

ALL-IN-1 users can use up much disk space storing private documents in their File Cabinets.

An electronic mail message is only a private document until it is sent: when you send a message to other ALL-IN-1 users on the same system, ALL-IN-1 makes a single copy of the message in a shared area and allows all addressees of the message to access that copy. A word-processing document, on the other hand, is always a private document: if you send or forward it, ALL-IN-1 makes another copy in a shared area (which is accessed by all addressees), but retains the original private copy in your File Cabinet.

You can reduce the amount of disk space you use by deleting private copies of documents that are no longer needed. Obviously, it is best to delete large documents. The following UDP finds all the private documents in your File Cabinet and lists them in descending order of size in your Scratch Pad.

A suggestion for the name of this UDP is F_PD.

```
!F_PD
.FX DISPLAY Finding private documents...
.FX FORCE
.FX GET OA$DCL="OPEN/WRITE TEMP TEMP.TMP"
.FX FOR CAB$ WITH .DAPOINTER = "P" DO -
    GET OA$DCL='X=F$FILE_ATTRIBUTES('' .FILENAME '' , "ALQ")' \\ -
    GET OA$DCL="IF F$LENGTH(X) .EQS. 3 THEN Y="''X'"" \\ -
    GET OA$DCL="IF F$LENGTH(X) .EQS. 2 THEN Y="0''X'"" \\ -
    GET OA$DCL="IF F$LENGTH(X) .EQS. 1 THEN Y="00''X'"" \\ -
    GET OA$DCL="Z="''Y' " .CREATED:12 .FOLDER:15 ' ' -
    .DOCNUM:7 .TITLE """" \\ -
    GET OA$DCL="WRITE TEMP ""''Z'"" "
```

```
.FX GET OA$DCL="CLOSE TEMP"
.FX PURGE TEMP.TMP
.FX DISPLAY Sorting private documents into size order...
.FX FORCE
.FX GET OA$DCL="SORT TEMP.TMP PASTE.TMP/KEY=(POS:1,SIZE:6,DESCENDING)"
.FX PURGE PASTE.TMP
.FX DISPLAY The list is in your Scratch Pad
.FX LIST PASTE.TMP
```

The UDP displays the folder and document number of each private document. To find out whether you still want that document, select it at a menu and read it. If you no longer require the document, delete it. Once you delete all the private documents you no longer require, use the Empty wastebasket (EW) option to remove them from your account.

Creating a New Distribution List from a List Included In a Message

When you want to include a distribution list in a message you are sending, attach it to the message. The recipient can file the attachment into the Distribution Lists folder using the FA option and use it again. If the you do not attach the distribution list to the message, but incorporate it in some other way (such as using GOLD GET DOCMT), the recipient cannot extract the list from the text of the message.

However, instead of typing it again, the recipient can use this UDP to create a distribution list from the text of the current message. Note that the UDP writes the complete text of the message into the distribution list. The recipient enters DL and edits the message out of the list. The list is then ready to use.

A suggestion for the name of this UDP is DL_C.

```
.FX GET #FILENAME = OA$CURDOC_FILENAME
.LABEL LOOP
.FX PROMPT "Enter a name for the distribution list "
.IF OA$PROMPT_DISPOSE EQS 0 THEN .EXIT
.IF OA$PROMPT_TEXT:1 EQS "@" THEN .GOTO OK
.IF OA$PROMPT_TEXT:H BEGINNING ":" THEN .GOTO OK
.FX PROMPT "Name must start with @ or end with : press RETURN to continue "
.GOTO LOOP

.LABEL OK
.FX GET #DOC = ""
.FX GET #LIST = OA$PROMPT_TEXT

.FX CAB SELECT "DISTRIBUTION LISTS",,#LIST,#DOC
.IF #DOC EQS "" THEN .GOTO NEW_LIST

.FX YESNO_PROMPT "Distribution list " #LIST -
" already exists. Overwrite it? [Y/N]? "
.IF OA$PROMPT_DISPOSE EQS 0 THEN .EXIT

.FX GET OA$FUNCTION = "DISPLAY Overwriting distribution list " -
#LIST ". . ."
.FX FORCE

.GOTO CHANGE_LIST
```



```
.LABEL NEW_LIST
.FX GET OA$FUNCTION = "DISPLAY Creating distribution list " -
#LIST ". . ."
.FX FORCE
.FX MAKE_FILE_NAME #FILE,, ".DIS"
.FX CAB_CREATE "DISTRIBUTION LISTS", #FILE, #DL
.FX CAB_ADD_ATTRIBUTE #DL, "TITLE", #LIST
.FX CAB_ADD_ATTRIBUTE #DL, "TYPE", "DISTRIB LIST"
.FX CAB_ADD_ATTRIBUTE #DL, "MODIFY", "N"

.LABEL CHANGE_LIST
.FX GET #FILE = OA$CURDOC_FILENAME
.FX COPY #FILENAME #FILE
.TEXT 23, "Created " #LIST
.TEXT 24, "You may need to edit the list to remove unwanted lines"
.EXIT
```

Changing the Address List Part Way Through Writing a Message

When you are writing a message, and especially when you are answering a message, you may remember that you need to include someone else in the list of addressees or that you need to change the address list in some way. This UDP lets you edit the address list and the header of the current message.

A suggestion for the name of this UDP is EM_MH.

```
!EM_MH
!   Edits the addressee list and header of the current mail message
!
.FX MAIL EDIT/HEADER
{ETB}
```

Checking Who Received Specific Mail

When you are reading mail, you may consider it useful for particular people to see the same mail. You can use a UDP to search quickly all the TO: and CC: addresses of the current message and its attachments to see if any of those people are listed.

The following UDP prompts for a string and searches the TO/CC list of the current message and its attachments for that string.

If it finds just one match, it shows the match. If it finds more than one match, it shows how many and asks you to press GOLD MESSAGE to display the full list.

It then shows whether the message was sent as a TO: or as a CC: and which attachment the addressee is on.

A suggestion for the name of this UDP is EM_WHO.

```
!EM_WHO
!   Has X received this message?
!
.FX PROMPT "Enter name to search for: "
.IF OA$PROMPT_DISPOSE EQS 0 THEN .GOTO END
.IF OA$PROMPT_TEXT EQS "" THEN .GOTO END
.FX DECIMAL I
.FX GET #FOUND = 0
.FX FOR CAB$ATTRIBUTES:"TO" WITH .VALUE <=> OA$PROMPT_TEXT DO -
    GET "TO: " .VALUE \\ COMPUTE #FOUND = #FOUND + 1
```

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```
.FX FOR CAB$ATTRIBUTES:"CC" WITH .VALUE <=> OA$PROMPT_TEXT DO -
  GET "CC: " .VALUE \\ COMPUTE #FOUND = #FOUND + 1

.FX GET #ATT = 0
.FX FOR CAB$ATTACH DO -
  COMPUTE #ATT = #ATT + 1 \\ -
  FOR CAB$ATTACH_ATTRIBUTES:"TO" WITH .VALUE <=> OA$PROMPT_TEXT DO -
    GET "ATT." #ATT ": TO: " .VALUE \\\\ COMPUTE #FOUND = #FOUND + 1

.FX GET #ATT = 0
.FX FOR CAB$ATTACH DO -
  COMPUTE #ATT = #ATT + 1 \\ -
  FOR CAB$ATTACH_ATTRIBUTES:"CC" WITH .VALUE <=> OA$PROMPT_TEXT DO -
    GET "ATT." #ATT ": CC: " .VALUE \\\\ COMPUTE #FOUND = #FOUND + 1

.IF #FOUND EQ 1 THEN .GOTO JUST_ONE
.IF #FOUND = 0 THEN .GOTO NONE
.FX GET #FOUND " matches found. Press GOLD MESSAGE for list"
.LABEL END
.FX OA$FLD_STAY
.EXIT

.LABEL JUST_ONE
.EXIT

.LABEL NONE
.FX GET "No matches found for " OA$PROMPT_TEXT
.EXIT
```

Counting the Words in a Document

This UDP allows you to count the number of words in a WPS-PLUS document.

NOTE

This UDP can only be used when working in WPS-PLUS.

A suggestion for the name of this UDP is WP_WORD.

```
!WP_WORD
!+
! Add up the number of words in a document and display
! result at end.
!-
{GOLD T}
.FX DECIMAL I
.FX GET #NUM = 0
.FX GET $OA$MSG_ID = ""
.LABEL START
{WORD}
.IF $OA$MSG_ID EQS "ERRORS WPL_ATBOTTOM" THEN .GOTO END
.FX COMPUTE #NUM = #NUM + 1
.GOTO START
.LABEL END
.TEXT 24,1, 'Total number of words = ' #NUM
```

You can also modify it to count the number of lines, sentences, paragraphs, or pages in a document.

MANAGEMENT

An inaccurate view of office environments is that the computing resources are needed only from approximately 8:00 a.m. until 6:00 p.m. In fact, users of office environment software, such as ALL-IN-1, increasingly are demanding virtually continuous computer operation. The dependability of office environment applications is vital to the smooth and profitable operation of many businesses.

The following articles outline how to keep an ALL-IN-1 system running with minimal disruptions. It is applicable to ALL-IN-1 Versions 2.3 and 2.4. It points out the typical areas of failure so that ALL-IN-1 managers can monitor these areas and prevent problems. The four main areas covered are:

- Monitoring aspects of Electronic Messaging to ensure that mail flows freely
- Monitoring how VMS is set up on the system running ALL-IN-1 to ensure that ALL-IN-1 operates correctly
- Ensuring the integrity of files on the system
- Identifying users logged in to particular ALL-IN-1 accounts

These articles include general hints and ideas about monitoring these areas, but do not give troubleshooting methods or solutions to specific problems.

NOTE

Contact your Digital representative for information about Digital ASSETS Library packages that automate ALL-IN-1 monitoring.

Monitoring Electronic Messaging

This article covers the following:

- Monitoring the sizes of the Sender and Fetcher queues to ensure that mail is flowing freely
- Checking the mail log files to ensure that the Sender and Fetcher are running correctly
- Checking Message Router links to ensure off-node mail is working correctly
- Monitoring the size of the mail areas to ensure they do not get too big

Monitoring the Size of the Sender Queue

The size of the Sender queue on a smooth-running system depends on the amount of mail traffic generated by users. On a large system, the Sender queue may become quite large during peak times, but normally clears when the system is less heavily loaded. First-class local mail does not go through the Sender.

SENDCHECK, which is a program supplied with ALL-IN-1, displays the number of messages waiting in the Sender queue, for example:

```
$ RUN OA$LIB:SENDCHECK
The queue contains 0 messages waiting to be sent.
```

To ensure the regular monitoring of the Sender queue, you can include this command in a command procedure that runs at intervals during the day and mails you the results. If the number of messages waiting to be sent becomes abnormally high, start investigating any cause for failure.

NOTE

Deferred messages on the Sender queue are also counted by the SENDCHECK program, so it is not unusual for a few messages to be listed as *waiting* and not appear to be sent for a number of days.

How to Check for Deferred Messages

To check which messages shown by SENDCHECK are deferred, log in to the ALL-IN-1 manager's account and enter the options MGT MM DQ. This displays a list of the messages on the Sender queue and indicates whether they are deferred, for example:

Messages Waiting to be Sent				
Sender	Posted date	L/R	Retries	Subject
System Manager	02-Feb-1990 08:52	D	0	test

The D under the L/R column shows the message is deferred as described in the *ALL-IN-1 Mail Management Guide*.

Recommendations

- Check the Sender queue regularly to ensure mail is flowing freely.
- Create a batch procedure that monitors the Sender queue and runs at regular intervals (for example, every few hours).
- Check the Sender queue using MGT MM DQ to ensure any messages reported as “Waiting to be Sent” are deferred messages and not caused by the Sender running incorrectly.
- Ensure the Sender is running correctly if the number of messages waiting becomes higher than normal.

Monitoring the Size of the Fetcher queue

The Fetcher uses two queues:

- The queue of messages held within ALL-IN-1 (in the ALL-IN-1 Fetcher queue)
- The queue of messages waiting in the Message Router ALL-IN-1 mailbox

As with the Sender queue, the number of messages waiting to be fetched varies from system to system, depending on mail traffic. The Fetcher queue can become large at peak times and clear when the system is less heavily loaded.

How to Check the ALL-IN-1 Fetcher Queue

FETCHCHECK, which is a program supplied with ALL-IN-1, displays the number of messages waiting in the ALL-IN-1 Fetcher queue, for example:

```
$ RUN OA$LIB:FETCHCHECK
The queue contains 0 messages waiting to be fetched.
$
```

The number of messages waiting to be fetched is normally 0 or 1. If the number is greater than 1, check that the Fetcher is running correctly.

How to Check the Message Router ALL-IN-1 Mailbox

Before you can check the queue of messages waiting in the Message Router ALL-IN-1 mailbox, you need to know:

- Which system is running Message Router; this can be the local node or a remote node connected through DECnet.

The logical OA\$MTI_MR_NODE contains the name of the Message Router system. If this logical does not exist, Message Router runs on the local node.

- The name of the mailbox ALL-IN-1 uses.

The logical OA\$MTI_MAILBX contains the name of the ALL-IN-1 mailbox. This is often A1.

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The following DCL command displays the name:

```
$ SHOW LOGICAL OA$MTI*
```

Enter the following (using your mailbox name instead of mailbox) to check the mailbox on the system that is running Message Router:

```
$ MC MRMAN
      This is MRMAN V3.1
MRM> DUMP A1
%No queue records
```

This example shows there are no messages waiting in the Message Router ALL-IN-1 mailbox.

```
$ MC MRMAN
      This is MRMAN V3.1
MRM> DUMP A1

Mailbox file dump for queue A1,

Timestamp      Priority  Serial-Number      Message-id
19900216085216      1         1065      61258061200991/1065@COMICS
19900216085219      1         1066      91258061200991/1066@COMICS
```

This example shows two messages waiting in the Message Router ALL-IN-1 mailbox. The timestamp on the left shows when the messages were posted into the mailbox; if this is a few hours or more before the current time, check that the Fetcher is running correctly. The older the message at the top of the queue, the greater the indication that the Fetcher is not running correctly.

Recommendations

- Use FETCHCHECK to check the ALL-IN-1 Fetcher queue regularly to ensure mail is flowing freely.
- Check the size of the Message Router ALL-IN-1 mailbox regularly. If the queue becomes abnormally large, check for possible failure.
- Create a procedure that monitors the Message Router ALL-IN-1 mailbox regularly through the day and mails you the results.
- Investigate for problems if either the ALL-IN-1 Fetcher queue or the Message Router ALL-IN-1 mailbox becomes larger than normal.

Checking the Mail Log Files

The ALL-IN-1 Sender and Fetcher produce logs when they run. The log files, OAMTISEND.LOG and OAMTIMAIL.LOG, respectively, indicate whether or not the Sender and Fetcher are functioning correctly. The ALL-IN-1 system normally keeps the last five generations of these files.

The log files are created in the default login area for the account running the jobs. Normally, this is the ALLIN1 account's directory. Type or edit the log files to ensure there are no errors reported.

Example 1:

```

$ TYPE/PAGE OAMTIMAIL.LOG
.
.
.
$ WRITE SYS$OUTPUT "No messages to fetch"
No messages to fetch
$ IF DEB$LOG THEN WRITE LOGFILE -
" 6-FEB-1990 09:40:07.69          %FETCHER-I-NOMSGS, No messages to fetch from MR"
$ GOTO FIN
$FIN:
$ IF DEB$LOG THEN WRITE LOGFILE -
" 6-FEB-1990 09:40:07.73          %FETCHER-I-END, End of  6-FEB-1990 09:39:58.4
  fetcher run on NODEA"
$ IF DEB$LOG THEN WRITE LOGFILE ""
$ ON ERROR THEN CONTINUE
$ ON WARNING THEN CONTINUE
$ PURGE SYS$LOGIN:OAMTIMAIL.LOG/KEEP=5
$ IF "$255$DUA14" .NES. "" THEN CLOSE LOCKFILE1
$ IF "$255$DUA14" .NES. "" THEN CLOSE LOCKFILE2
$ IF "" .NES. "" THEN CLOSE LOGFILE
  ALLIN1          job terminated at  6-FEB-1990 09:40:08.72

```

This run of the Fetcher had no messages to process and completed normally.

Example 2:

```

$ TYPE/PAGE OAMTISEND.LOG
.
.
.
$RUN_SC:
$ !
$ ON ERROR THEN CONTINUE
$ ON WARNING THEN CONTINUE
$ !
$ IF ShutDown .EQS. "ON HOLD" THEN GOTO FIN
$ FIN:
$ IF DEB$LOG THEN WRITE LOGFILE -
"16-FEB-1990 09:12:49.16          %SENDER-I-END, End of 16-FEB-1990 09:12:42.82
sender run on NODEA"
$ IF DEB$LOG THEN WRITE LOGFILE ""
$ PURGE SYS$LOGIN:OAMTISEND.LOG/KEEP=5
$ IF "" .NES. "" THEN CLOSE LOCKFILE1
$ IF "" .NES. "" THEN CLOSE LOCKFILE2
$ IF "" .NES. "" THEN CLOSE LOGFILE
  ALLIN1          job terminated at 16-FEB-1990 09:12:50.09

Accounting information:
Buffered I/O count:          89          Peak working set size:    552
Direct I/O count:           62          Peak page file size:     3676
Page faults:                831         Mounted volumes:         0
Charged CPU time:           0 00:00:03.06  Elapsed time:           0 00:00:11.14

```

This run of the Sender stopped because the Sender was on hold. Restart the Sender using the options MGT MM SS so the Sender can continue normally.

MANAGEMENT

Example 3:

```
$TY OAMTISEND.LOG
.
.
.
$SEND:
$ !
$ ! Run A1 to send all messages
$ !
$ IF DEB$LOG THEN WRITE LOGFILE -
"16-FEB-1990 09:33:54.94      %SENDER-I-SEND, Sending messages"
ALLIN1/USER=POSTMASTER/NOINIT
OA$INI INIT
MAIL MTI SEND ALL
%EMD-E-UNRECMBX, mailbox not recognized A1;A1MAILBOX
$ !
$ GOTO FIN
$ FIN:
$ IF DEB$LOG THEN WRITE LOGFILE -
"16-FEB-1990 09:34:10.29      %SENDER-I-END, End of 16-FEB-1990 09:33:48.09
sender run on NODEA"
$ IF DEB$LOG THEN WRITE LOGFILE ""
$ PURGE SYS$LOGIN:OAMTISEND.LOG/KEEP=5
$ IF "$255$DUA14" .NES. "" THEN CLOSE LOCKFILE1
$ IF "$255$DUA14" .NES. "" THEN CLOSE LOCKFILE2
$ IF "" .NES. "" THEN CLOSE LOGFILE
ALLIN1      job terminated at 16-FEB-1990 09:34:11.26

Accounting information:
Buffered I/O count:      242      Peak working set size: 2590
Direct I/O count:      293      Peak page file size: 12571
Page faults:      3237      Mounted volumes: 0
Charged CPU time:      0 00:00:09.31      Elapsed time: 0 00:00:25.77
```

This log shows the Sender failed to connect to Message Router. The error given is “%EMD-E-UNRECMBX, mailbox not recognized A1;A1MAILBOX”. The relevant section of the *ALL-IN-1 Mail Management Guide* describes how to correct this error.

Recommendations

- Check the Sender and Fetcher logs regularly.
- Correct any errors using the methods described in the relevant section of the *ALL-IN-1 Mail Management Guide*.

Checking Message Router Links

ALL-IN-1 uses DECnet to communicate with Message Router, by means of DECnet object 22. If DECnet is unavailable or if the node where Message Router is installed is unavailable for any reason, the Sender and Fetcher cannot function for remote mail. Ensure that Message Router exception reporting is enabled, to inform the Message Router manager of mail problems.

Typically, if Message Router is not available, the following message occurs in the Sender and Fetcher log files:

```
$ OPEN/READ/WRITE/ERROR=OPNLNKERR MRLINK NODEA::"22="
"Error occurred while creating link to message router - message was
%RMS-E-ACC, ACP file access failed"
```

How to Check Message Router is Available on a Local Node

You can check the link to Message Router by making a manual link by means of DECnet object 22. If Message Router is installed on the local node, enter the following at the DIGITAL Command Language (DCL) prompt:

```
$ SHOW LOGICAL MR$NODE
"MR$NODE" = "NODEA::"22=" (LNM$SYSTEM_TABLE)
```

If the logical MR\$NODE does not exist, Message Router was not started correctly. Once this logical exists, create a manual link as follows:

```
$ OPEN/READ/WRITE MRLINK MR$NODE
```

If the dollar sign (\$) returns with no error, Message Router is reachable. To close the manual link, enter:

```
$ CLOSE MRLINK
```

If the OPEN command returns an error, the Message Router manager should investigate further to determine the cause of the problem. To do this, refer to the exception reports and to the *Message Router Management Action Procedures* manual.

A typical error might be as follows:

```
$ OPEN/READ/WRITE MRLINK MR$NODE
%DCL-E-OPENIN, error opening NODEB::"22=" as input
-RMS-E-ACC, ACP file access failed
-SYSTEM-F-LINKEXIT, network partner exited
```

In this example the node NODEB is not running Message Router, so the link cannot be established.

How to Check Message Router on a Remote Node

Check the logical OA\$MTI_MR_NODE to establish which node runs Message Router for ALL-IN-1. This gives the name of the Message Router node.

The logical MR\$NODE should be defined to include this node name. If necessary, redefine MR\$NODE to include this node name. Then attempt to create a manual link, for example:

```
$ DEFINE/EXEC MR$NODE "TEST::"22="
$ OPEN/READ/WRITE MRLINK MR$NODE
%DCL-E-OPENIN, error opening TEST::"22=" as input
-RMS-E-ACC, ACP file access failed
-SYSTEM-F-NOSUCHNODE, remote node is unknown
```

In this example, the node TEST is not known to the local node, which is causing the link to Message Router to fail.

Recommendations

- Ensure Message Router is running correctly. If Message Router is stopped, no remote mail will arrive on the system.
- Use the exception reporting facility within Message Router to check for errors. There is a description of this in the relevant sections of the *Message Router Management Guide*.
- Ensure Message Router is running correctly whenever the Sender or Fetcher queues become large. This helps determine whether there is a problem with Message Router, rather than the ALL-IN-1 Sender and Fetcher jobs.

Monitoring the Size of the Mail Areas

When ALL-IN-1 users send mail, either locally or remotely, the message is placed in a mail area. These areas are directories on disk that are pointed to by the OA\$SHAR* logicals. If these disks or directories become full, users receive errors when trying to send mail.

Regularly check the disk space available for the mail areas and the number of files in each shared directory. ALL-IN-1 does not provide a method to do this, so you need to use DCL commands.

To find out which disks hold the mail areas, enter the following DCL command:

```
$ SHOW LOGICAL OA$SHAR*
```

This displays the directory specifications of the mail areas, for example:

```
"OA$SHARE" = [ALLIN1.SHARED E] "
"OA$SHARE1" = "DISK$TECH: [ALLIN1.SHARE1] "
"OA$SHARE10" = "DISK$TECH: [OA$SHARE.SHARE10] "
"OA$SHARE11" = "DISK$TECH: [OA$SHARE.SHARE11] "
"OA$SHARE12" = "DISK$TECH: [OA$SHARE.SHARE12] "
"OA$SHARE13" = "DISK$TECH: [OA$SHARE.SHARE13] "
"OA$SHARE14" = "DISK$TECH: [OA$SHARE.SHARE14] "
"OA$SHARE15" = "DISK$TECH: [OA$SHARE.SHARE15] "
"OA$SHARE16" = "DISK$TECH: [OA$SHARE.SHARE16] "
"OA$SHARE17" = "DISK$TECH: [OA$SHARE.SHARE17] "
"OA$SHARE18" = "DISK$TECH: [OA$SHARE.SHARE18] "
"OA$SHARE19" = "DISK$TECH: [OA$SHARE.SHARE19] "
"OA$SHARE2" = "DISK$TECH: [ALLIN1.SHARE2] "
"OA$SHARE3" = "DISK$TECH: [OA$SHARE.SHARE3] "
"OA$SHARE4" = "DISK$TECH: [OA$SHARE.SHARE4] "
"OA$SHARE5" = "DISK$TECH: [OA$SHARE.SHARE5] "
"OA$SHARE6" = "DISK$TECH: [OA$SHARE.SHARE6] "
"OA$SHARE7" = "DISK$TECH: [OA$SHARE.SHARE7] "
"OA$SHARE8" = "DISK$TECH: [OA$SHARE.SHARE8] "
"OA$SHARE9" = "DISK$TECH: [OA$SHARE.SHARE9] "
"OA$SHARE_HIGH" = " 5"
"OA$SHARE_LOW" = " 1"
```

Use the DCL command `SHOW DEVICE diskname` to see how many free blocks are available for each disk that holds mail areas. Ideally, the number of free blocks should not drop below 5000. For the mail areas shown in the previous example, the following is displayed:

```
$ SHOW DEVICE DISK$TECH
```

Device Name	Device Status	Error Count	Volume Label	Free Blocks	Trans Count	Mnt Cnt
\$255\$DUA14: (DENNIS)	Mounted	0	TECH	131259	225	14

This shows over 100 000 free blocks on the disk.

Problems with performance occur if the number of files in each shared directory becomes too high (over about 500 files in each directory). To check how many files are in each directory, enter the DCL command:

```
$ DIRECTORY/SIZE/TOTAL OA$SHAREnnnn
```

where:

y is a letter from A to E.

nnnn is the number of the mail area, for example:

```
$ DIRECTORY/SIZ/TOTAL OA$SHARE1
Directory DISK$TECH: [ALLIN1.SHARE1]
Total of 31 files, 183 blocks.
```

If the number of files in the directories becomes too high, use the Manage Mail Areas menu in ALL-IN-1 to create more mail areas and to change the write window to use the new areas. There is a description of this in the relevant section of the *ALL-IN-1 Mail Management Guide*.

Recommendations

- Do not allow mail areas to have more than about 500 files in each shared directory. Check the number of files in each directory regularly.
- Ensure disks that hold mail areas have at least 5000 free blocks at any one time. Check the free space at least daily, more frequently if space is low.

NOTE

On a large capacity disk like an RA90, there can be plenty of free space, but the maximum number of files allowed may be exceeded.

- Try not to place too many small files on a large capacity disk, but have at least one directory containing large data files (for example, OA\$DAF_%.DAT).
- If disk quotas are enabled on mail area disks, ensure that the account owning the mail areas has sufficient disk quota allocated. This account is typically the ALLIN1 account. Check the disk quota available on a regular basis.

Checking That VMS Setup Is Appropriate for Your ALL-IN-1 System

This article covers the following:

- Checking the modes of logicals used by ALL-IN-1
- Checking that values of SYSGEN and SYSUAF parameters are correct for ALL-IN-1
- Checking the protections of the major files used by ALL-IN-1

Checking the Modes of Logicals

Since Version 2.3, ALL-IN-1 uses the added security feature given by executive mode logicals. Logicals previously defined in supervisor mode must now be defined in executive mode. If the ALL-IN-1 image finds a logical not in executive mode, the image does not raise its privileges to access files, which can prevent users from performing many tasks, including sending mail. Logicals are defined correctly if the account starting ALL-IN-1 does not have sufficient privilege to create executive mode logicals.

Use the command `SHOW LOGICAL OA$*/FULL` to show all the ALL-IN-1 logicals. If you are using ALL-IN-1 on a VAXcluster system, remember to check the logicals on all nodes of the VAXcluster, for example:

```
$ SHOW LOGICAL OA4*/FULL
"OA$BLP_BRITISH" [exec] = "DISK$TECH:[ALLIN1.BLP_BRITISH]"
"OA$BLP_LLIV" [exec] = "DISK$TECH:[ALLIN1.BLP_BRITISH]"
"OA$BLP_SHARE" [exec] = "DISK$TECH:[ALLIN1.BLP_SHARE]"
"OA$BUILD" [exec] = "OA$SITE_BUILD_LLIV"
                  = "OA$SITE_BUILD_SHARE"
                  = "OA$BUILD_SHARE"
"OA$BUILD_SHARE" [exec] = "DISK$TECH:[ALLIN1.SOURCES]"
```

Recommendations

- Always start ALL-IN-1 from a fully privileged account. This ensures logicals are defined correctly in executive mode.
- Check the ALL-IN-1 logicals periodically to ensure they are defined correctly and redefine any that are in supervisor mode.
- To make redefining the logicals easier, create a command file that deassigns all OA\$ logicals defined in supervisor mode and redefines them in executive mode. This ensures that incorrectly defined logicals can be changed quickly and easily.

Checking SYSGEN Parameters

When installing and using ALL-IN-1, it is important that the values of certain SYSGEN parameters are high enough. SYSGEN parameters that are too low can cause the installation to fail or cause parts of ALL-IN-1 to function incorrectly.

Use the VMS System Generation Utility (SYSGEN) to check that parameters are defined as described in the *ALL-IN-1 Installation Guide*. If you are unsure about the use of SYSGEN, refer to the VMS documentation set.

The parameters that most frequently have incorrect values are GBLSECTIONS, GBLPAGES, and GBLPAGFIL. The following sections describe how to calculate the values for these parameters.

How to Calculate the Value of GBLSECTIONS

You need the following global sections:

- One global section for each open file on the system that has global buffering enabled
- One global section for each ALL-IN-1 text library
- One global section for each ALL-IN-1 FLC compiled form library
- One global section for each installed image

To establish the peak usage of global sections on your system, call the VMS Install Utility (INSTALL) at a peak time of day and enter the LIST/GLOBAL command. This gives the total number of global sections in use. The value of GBLSECTIONS on your system should be at least the total number of global sections in use, plus a safety factor of about 15%, for example:

```
INSTALL> LIST/GLOBAL
.
.
.
RDMPRV_003      (01000001)          TMP SYS      Pagcnt/Refcnt=1/1
RDMPRV_002      (01000001)          TMP SYS      Pagcnt/Refcnt=9/9
RDMPRV_001      (01000001)          TMP SYS      Pagcnt/Refcnt=8/8

      648 Global Sections Used,  73082/16918 Global Pages Used/Unused
INSTALL>
```

How to Calculate the Value of GBLPAGES

There should be enough global pages for all global sections shown by LIST/GLOBAL. In the previous example, the summary line shows that 73082 are in use, so the value of GBLPAGES should be at least 74000, plus a safety factor. PAGCNT indicates the number of global pages used by each global section that is installed, for example:

```
OA$OAFORM_BRITISH
      (00000000)          PRM SYS      Pagcnt/Refcnt=1958/13706
```

PAGCNT is 1958, showing that 1958 global pages are used for that global section.

How to Calculate the Value of GBLPAGFIL

GBLPAGFIL should be greater than the number of pages associated with global buffered files, which are shown as RMS\$nnnnnn by LIST/GLOBAL. Add together the PAGCNT values for these files to give a size for GBLPAGFIL.

Recommendations

- Check the recommended values of all SYSGEN parameters before installing ALL-IN-1.
- When modifying parameters for other applications or installations, remember to take ALL-IN-1 into account, and do not change the parameters to values lower than recommended in the *ALL-IN-1 Installation Guide*.
- Ensure there are always enough GBLPAGES free at ALL-IN-1 startup time so that the image, form libraries, and TXLs can be installed.
- Ensure there are still some GBLSECTIONS free after startup so that global buffers on major data files can be mapped when users log in to the system.

Checking SYSUAF Parameters

ALL-IN-1 recommends certain values for user authorization file (UAF) parameters for user accounts. These values ensure that users do not have problems accessing files or performing certain operations.

To check SYSUAF parameters, log in to a privileged account and run the VMS Authorize Utility (AUTHORIZE). Pick some users at random and enter `SHOW username`. Ensure the UAF parameters are at least as high as those recommended by the *ALL-IN-1 Installation Guide*, for example:

```
$ MC AUTHORIZE
UAF> SHOW ALLIN1

Last Login: 6-FEB-1990 09:13 (interactive), 6-FEB-1990 09:39 (non-interactive)
Maxjobs:      0  Fillm:      100  Byt1m:      36000
Maxacctjobs:  0  Shrfillm:    0  Pbyt1m:      0
Maxdetach:    0  BIO1m:      50  JTquota:    1024
Prclm:        10  DIO1m:      50  WSdef:      600
Prio:         4  AST1m:      100  WSquo:      800
Queprio:      0  TQE1m:      50  WSextent:  30000
CPU:          (none)  Enqlm:    350  Pgflquo:    20000
```

Recommendations

- Check users' UAF quotas after a major ALL-IN-1 upgrade to ensure they are set to the values recommended by the *ALL-IN-1 Installation Guide* for that release.
- If you use other products or applications, ensure users' UAF quotas are not set lower than those recommended by ALL-IN-1.

Checking the Protections on Major Files

ALL-IN-1 data files are protected to ensure data integrity across the system. If the protection is changed, it can cause a security problem or mean users are unable to access the required files.

Use the DCL command DIR/SEC/OWN to check the protections, access control lists (ACLs), and ownership of major data files. The *ALL-IN-1 Management Guide* outlines the recommended protections. Note that the owner of system data files, which is usually ALL-IN-1, should be the controlling account, for example:

```
$ DIR/SEC/OWN OA$SHARE:
Directory DISK$TECH: [ALLIN1.SHARED_E]
OA$DAF_E.DAT;4      [ALLIN1]          (RWED,RWED,,)
```

In this example, the DAF file for mail area E is correctly owned and protected. This ownership and protection is passed to all files in shared directories belonging to that mail area, so it is important that it is correct.

Recommendations

- Regularly check protections and ownership on all major files, as recommended in the relevant section of the *ALL-IN-1 Management Guide*.
- When moving or restoring files, ensure that the protection and ownership are correct before allowing users back on to the system.
- When creating new mail areas, ensure that the protection and ownership are correct before moving users to the new area.

Ensuring the Integrity of an ALL-IN-1 System

This article covers the following:

- Running the Test and Repair housekeeping procedures
- Backing up ALL-IN-1

Testing and Repairing Users' File Cabinets

ALL-IN-1 provides two options to test the integrity of users' File Cabinets and to repair them, if necessary. These options are Test and Repair User Areas (TRU) and Test and Repair Mail Areas (TRM). Both these options are described in the *ALL-IN-1 Management Guide*.

Run these housekeeping procedures on a regular basis, to ensure the integrity of the File Cabinet. If you do not run them frequently, they can take a long time to run: the more frequently you run them, the better the integrity of the File Cabinet, thus, they run more quickly. Also, in ALL-IN-1 Version 2.4, the procedures run faster than previous versions.

If possible, run the procedures weekly (for example, on weekends). If you do not have a heavily used system or if it is not convenient to run them weekly, you can run them monthly.

Backing up ALL-IN-1

Backing up ALL-IN-1 reduces the availability of your system, since you must shut down the system to make the backup. However, it is essential to obtain regular backups, particularly of the Shared Document Attributes Files (SDAFs), which give access to all electronic messages and so are the hub of the Electronic Messaging subsystem.

The SDAFs are large Record Management Services (RMS) data files, which are regularly accessed by all users. Never back up ALL-IN-1 using the DCL command BACKUP /IGNORE=INTERLOCK, since there is a high risk that a user will access the SDAFs during the backup. In this case, the backup can generate a corrupt copy of an SDAF, even if the SDAF itself is not corrupt. You will not find out that the backup is corrupt until you attempt to recover it later.

If you cannot afford to shut down the system regularly for the time it takes to do a full backup, consider the method described in this section. Note that this method is not a permanent alternative to complete backups, but it can increase the availability of your ALL-IN-1 system.

When you need to do a backup, shut the system down and take a copy of all the SDAFs. Preferably, the copy should be to a large disk with much contiguous empty disk space, but it can be to any disk. When the copy completes correctly, restart ALL-IN-1. You can then back up the SDAFs from the copy to any offline media, such as tape. This backup is not time-critical, since the files are not open while you make the backup.

If you need to restore from a backup made in this way, you must first test the integrity of users' File Cabinets, as described in the *ALL-IN-1 Management Guide*.

Copying the SDAFs to another disk before backing them up saves time because disk-to-disk data transfers are much faster than disk-to-tape data transfers. Your ALL-IN-1 system is, however, still unavailable while the files are being copied because the files must be closed.

The VMS Volume Shadowing product can be used in an enhanced version of this technique. Because shadowed disks are almost always identical copies of one another, the file copy times can be avoided. Use the following steps to back up your SDAFs safely and with only short interruptions in availability.

This method requires that the SDAFs reside on shadowed disks.

1. Ascertain that no shadow copy operations are in progress on any shadow set members. If any are active, wait for their completion.¹
2. Shut down ALL-IN-1 in the usual fashion. This closes the SDAFs.
3. Dismount the shadow set. This ensures the updating of on-disk structures.
4. Remove one of the shadow set members.
5. Remount the shadow set with the remaining members.
6. Restart ALL-IN-1 in the usual fashion. Your users can resume their access of the SDAFs at this point.
7. Back up the shadow set member that was removed and contains a consistent copy of the SDAFs.
8. When the backup operation completes, add that member back into the shadow set and let the shadow copy operations *catch up* the disk to current status.

With this method, the SDAFs are unavailable only during steps 2 to 6.

Recommendations

- To avoid periods when the SDAFs are accessed without the protection of shadow set coverage, run with three members in the shadow set. When one member is being backed up, the files still reside on a shadow set with the redundancy of two members.
- To reduce operational errors, single disk volumes, large enough to hold the SDAF files, are used. Backing up and shadowing bound volume sets is more complex than backing up and shadowing single disk volumes.

¹ The routines \$GETDVI, F\$GETDVI, and LIB\$GETDVI have item-codes DVI\$_SHDW_CATCHUP_COPYING and DVI\$_SHDW_MERGE_COPYING that return TRUE if copy operations are in progress.

Identifying Users Logged in to Particular ALL-IN-1 Accounts

Introduction

This article provides information for the ALL-IN-1 manager about how to determine the users of particular ALL-IN-1 accounts.

ALL-IN-1 Version 2.4 normally prevents users from using the same account. It is possible, however, for two or more users to log in to the same ALL-IN-1 account and lock the same resources, for example, DAF.DAT,DOCDB.DAT. This can cause ALL-IN-1 to produce unexpected results, for example, a user has problems accessing the File Cabinet because files are locked by the other user.

There are two ways in which a user can log in to an ALL-IN-1 account that is already in use:

- Using /REENTER

A user can log in to ALL-IN-1 specifying the qualifier /REENTER to the ALL-IN-1 command. This can cause problems for both sessions when accessing the File Cabinet.

When a user tries to enter ALL-IN-1 without the /REENTER qualifier (/NOREENTER is the default), ALL-IN-1 does not let the user in. A message indicates ALL-IN-1 is already in use.

Using NEWDIR

The NEWDIR function (invoked interactively using <NEWDIR) sets the user's default File Cabinet to that of another user, for example:

```
<NEWDIR Vasquez
```

This can cause the same effects as /REENTER does, that is, the user has problems accessing the File Cabinet.

When <NEWDIR is used, the user does not receive an error message if he or she logs into an account that is being used by another user.

Investigating

With problems, it is useful to identify the user who is locking particular resources. This can be achieved with the following DCL command:

```
$ SHOW DEVICE/FILES disk
```

where:

disk is where the user's ALL-IN-1 directory is located.

If the DCL command is:

```
$ SHOW DEVICE/FILES DEMO$DUB2:
```

the format of the output is as follows:

```
Files accessed on device DEMO$DUB2: on 19-FEB-1990 13:18:11.18
```

Process name	PID	File name
	00000000	[000000]INDEXF.SYS;1
	00000000	[000000]QUOTA.SYS;1
DEMO1	00001B91	[USER.DEMO2.A1]DOCDB.DAT;27
DEMO1	00001B91	[USER.DEMO2.A1]DAF.DAT;28
DEMO2	00000A24	[USER.DEMO2.A1]USER.FLB;74
DEMO2	00000A24	[USER.DEMO2.A1]DEMO2.PST;2
DEMO1	00001B91	[USER.DEMO2.A1]DEMO2.PST;2
DEMO2	00000A24	[USER.DEMO2.A1]DEMO2.A1CAL;1
DEMO2	00000A24	[USER.DEMO2.A1]NICKNAMES.DAT;4
DEMO2	00000A24	[USER.DEMO2.A1]DOCDB.DAT;27
DEMO2	00000A24	[USER.DEMO2.A1]DAF.DAT;28

As you can see from this output, it is possible to determine which VMS accounts are accessing particular files. For example, user DEMO1 is accessing DOCDB.DAT, DAF.DAT, and DEMO2.PST which are files in user DEMO2's ALL-IN-1 account.

APPLICATION PROGRAMMING

Using WPS-PLUS Documents as Templates

This article gives advice on using WPS-PLUS documents as templates and on making them available to users on your system.

Introduction

Templates are files used for creating standard formatted output, using the MERGE function. The output can be sent to a printer, a file, or a user's terminal. A template can contain text and template directives. Template directives are processing instructions that ALL-IN-1 uses to format the output.

When you use Customization Management to create a template (element type BLP), ALL-IN-1 creates an ASCII file. Because ASCII files cannot contain special attributes, such as boldface and underlining, you must use template directives to specify these attributes.

An alternative method of creating a template is to use the WPS-PLUS editor. This allows you to take advantage of WPS-PLUS attributes, such as the following:

- Boldface
- Underlining
- Double underlining
- Composite characters
- Multinational characters
- Superscripts and subscripts
- Redlining
- Rulers

You can also use the WPS-PLUS Two-Dimensional Editor (TDE) to include drawings in your template.

Customization Management does not support WPS-PLUS templates, so you cannot use Customization Management to manage them.

Creating the Template

To create a WPS-PLUS template, use the WPS-PLUS editor to create a document from the Word and Document Processing menu. Include any template directives that you want in the document. See the documentation on the MERGE function in *ALL-IN-1 Application Programming: Reference Volume 2* for information about template directives.

Once you create your template and it is the current document, use the following function to find the file name of the template:

```
<GET OA$CURDOC_FILENAME
```

Specify this file name as the *template-file* parameter to the MERGE function when you process the template.

Using Symbols in Boxes

If you use the TDE to draw a box that is to contain the value of a symbol, make sure that the box is big enough to contain the longest value. To prevent the right-hand side of the box from being displaced to the right, you must also do the following:

- Specify a symbol substring length equal to the maximum length of the symbol value. For example, if the symbol contains text up to 15 characters in length, specify the symbol as follows:

```
symbol:15
```

- Make sure that the symbol directive, including the angle brackets, covers the same number of spaces as the longest symbol value. If necessary, include spaces before the right-hand angle bracket. For example, to specify a symbol, #SYMBOL, that has a maximum length of 15 characters:

```
<#SYMBOL:15    >
```

Making the Template Available to Users

To make your template available to users on your system, copy it to a site directory. Make sure the file name of the template is not the same as any other template file in the same directory, and do not change the .WPL file type. Use one of the following directories:

- The directory defined by the logical name OA\$SITE_LIB_*lang* (where *lang* is a language installed on your system).

Use this directory if the template is not likely to be used very frequently.

- The directory defined by the logical name OA\$SITE_BLP_*lang* (where *lang* is a language installed on your system).

If you move the template to this directory, the template is compiled and placed in the site text library, CMTXL.TXL, when the ALL-IN-1 manager next compiles and installs the site text library.

Use this directory if the element is likely to be frequently used.

If the template is not compiled in the site text library, specify the full name of the template file, including its file type (.WPL), when you reference the template. If the template is compiled in the site text library, reference it by name only.

For Further Information

For further information on using templates, see *ALL-IN-1 Application Programming: Getting Started*.

For information on the MERGE function and on template directives, see *ALL-IN-1 Application Programming: Reference Volume 2*.

For information on using the WPS-PLUS editor, see *WPS-PLUS Editor Functions*.

Cumulative Index

The index on the following pages contains entries from the August and November 1990 and February, May, and August 1991 issues of the *ALL-IN-1 Information Update*, as well as from this issue. For each entry, the issue date and page number are shown.

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